

# VIRGINIA RELAY SERVICE

## Customer Contact Report

(November, 2003)

<b>I. Commendations</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
CA/OPR Related	7	6	13
Relay/OSD Related			
Other			
<b>Total Commendations</b>	<b>7</b>	<b>6</b>	<b>13</b>
<b>II. Complaints</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
<b>CA/OPR</b>			
Attitude and Manner		1	1
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
<b>Equipment</b>			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
<b>Methods Related</b>			
<b>Miscellaneous</b>			
Billing Rate			
Scope of Service			
Other (Misc)			
<b>Total Complaints</b>		<b>1</b>	<b>1</b>
<b>III. Inquiries/Comments</b>	<b>Voice</b>	<b>TTY</b>	<b>Total</b>
General Information			
Outreach/Marketing			
Explain Relay			
TTY Distrib/Purchase			
LEC Service			
Billing/Rate	1		1
Computer Settings			
Technical Related			
Other	5	2	7
<b>Total Inquiries/Comments</b>	<b>6</b>	<b>2</b>	<b>8</b>
<b>Grand Total</b>	<b>13</b>	<b>9</b>	<b>22</b>